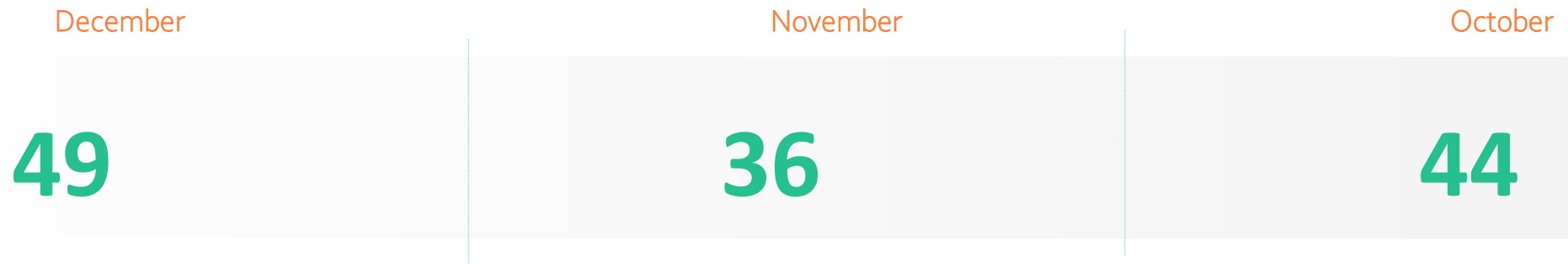


Complaints & Suggestions ”

Q4 - 2022

Suggestion Statistics



Total Suggestions in Q4

Suggestions **129**

Complaints Statistics

Resolved	Processing	Total Complaints	
3,703	0	3,703	October
5,361	2	5,363	November
3,125	0	3,125	December

Total Complaints in Q4

Complaints **12,191**

The most common complaints and suggestions that have been resolved



Many customers suggested creating an application for Ehasn. Therefore, a special application was created.

04

Many complaints were received regarding accessing Ehkaam platform, which was through Nafath application only. After analyzing customers' complaints, an option to log in with the username and password was added.

01

Many customer suggestions were received about adding an option to update the mobile number through Nafath application, and this option was added.

05

Many complaints were received regarding the method of logging in to Tawakkalna Services. After analyzing customer complaints, the option to log in through Nafath application was added.

02

Many customers suggested adding certain donation cases, such as caring for mosques and sponsoring orphans, and they were added to the platform.

06

Many complaints were received regarding updating campaign amounts on Ehsan platform, and the problem was addressed by modifying the procedures for updating campaign amounts.

03



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